

**U.S. Probation & Pretrial Services Office
Western District of New York
Position Description**

Job Title/Classification Level	Probation Technician	CL -22
Occupational Group	Operational Court Support	

Job Summary

Probation Technicians provide technical and administrative support to probation and pretrial services officers and support specialists in a wide range of areas. The technician performs duties ranging from reception coverage and delivering mail to assisting officers and support specialists with data collection and data entry.

Representative Duties

- Screens telephone calls and visitors. Answers routine questions, provides assistance as authorized, and refers persons to the appropriate individual. Performs routine tasks such as copying, mailing, scanning and filing.
- Assists officers with routine data information collection for various types of reports such as requesting records from credit bureaus and conducting criminal records checks. Prepares and processes forms and documents ensuring consistency and accuracy of court documents, officer reports and related paperwork. Requests information from courts, police departments and other law enforcement agencies.
- Maintains electronic and physical files in accordance with established procedures through data entry, document imaging and file management.
- Assists support specialists as needed in completing weekly court calendars, forwarding fine and restitution payments to other districts, and providing backup assistance when necessary.
- Assists officers with reviewing offender files and entering appropriate data for risk assessment.

Factor 1 - Required Competencies (Knowledge, Skills, and Abilities)

Court Operations

- General knowledge of the criminal justice system.
- Knowledge of probation and pretrial services procedures.

Judgment and Ethics

- Knowledge of and compliance with the *Code of Conduct for Judicial Employees* and court confidentiality requirements. Ability to consistently demonstrate sound ethics and judgment.

Information Technology and Automation

- Skill in the use of automated equipment including telephones, copiers, scanners, computers, etc.
- Ability to use computer software and database systems.

Written Communication and Oral Communication/Interaction

- Ability to communicate effectively, both orally and in writing, with individuals to provide and receive information. Ability to interact effectively and appropriately with the public to provide customer service.

Factor 2 - Primary Job Focus and Scope

The primary focus of the job is to provide probation and pretrial services officers with assistance in compiling and collecting data for entry into appropriate databases. Data entry must be accurate to reflect defendant/offender demographics and case activity. Accuracy of records and case files is vital for the officer to effectively supervise and investigate offenders/defendants.

Factor 3 - Complexity and Decision Making

The work performed is well defined. Most aspects of the incumbent's work are standard but may present challenges due to the varied responsibilities of the position which range from reception coverage to assisting officers with data collection and data entry. However, employees who are highly organized and able to multi-task can learn assignments easily and quickly. Probation and pretrial officers are readily available and the incumbent makes few decisions on own.

Factor 4A - Interactions with Judiciary Contacts

The primary judiciary contacts are other probation and pretrial services staff and other court unit staff for the purpose of collecting data, delivering mail and routing telephone calls.

Factor 4B - Interactions with External Contacts

Primary external contacts are with collateral agencies (courts, police departments and other local law enforcement agencies) for the purpose of collecting information. The Probation Technician has limited contact with defendants/offenders to provide intake assistance.

Factor 5 - Work Environment and Physical Demands

Work is performed in an office setting where persons with violent backgrounds are usually present.